

Behavioral Health

Key Behavioral Health Contacts

On call 24 hours/day emergency only Behavioral Health Coordinator 602-344-8362 602-608-8741 Beeper	On call back-up Jackie Braig High Risk Behavioral Health Unit Manager 602-344-8710 602-608-8727 Beeper
High Risk BH Unit M-F Days Debbie Gracia MIHS-HP BH Admin Assistant 602-344-8729	MIHS-HP 24-Hour Authorization Line for Psychiatric Hospital Admission/Mobile Crisis Team Authorizations 602-344-8111 PCP's may call in on 602-344-8455
ValueOptions (RBHA) Enrollment/Appointments/Information Customer Service 1-800-564-5465 Clinical Consultation Ask for ACCESS Line 1-800-564-5465 Behavioral Health Emergencies Crisis Line 602-222-9444 or 1-800-564-5465 Psychiatric Emergency Rooms Meta Urgent Care West, Peoria 623-972-8888 Meta Urgent Care Central, MMC 602-344-1945	Maricopa Long Term Care Plan Maricopa Senior Select Plan Behavioral Health Provider Network MIHS Psychiatry (MEDPRO) Front Desk 480-344-2020 Crisis Intervention EMPACT (480-784-1500) You must call MIHS-HP 24-Hour Authorization Line at 602-344-8111 to dispatch a Mobile Crisis Team

Quick Reference Guide for Making Initial Behavioral Health Referrals			
Health Plan	Referral Form	Contact Person	FAX Number
Maricopa Health Plan	ValueOptions BH Services Referral	Attn: VO Access Line 1-800-564-5465	602-914-5811
Maricopa Long Term Care Plan	MIHS Consultation Request	Attn: MED PRO 480-344-2020	480-344-2156
Maricopa Senior Select Plan	Direct PCP referral to FHC Psychiatry Providers		
	If MSSP member needs help with appt send referral to High Risk BH	Attn: Debbie @ High Risk Behavioral Health 602-344-8729	602-344-8987
Health Select Plan	Have employee call Cigna Behavioral Health at 1-800-343-2183 and/or Maricopa County Employee Assistance Program at 1-800-327-3517		

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Covered Behavioral Health Services

Covered behavioral health services under *ValueOptions* for Title XIX and XXI eligible members and Maricopa Long Term Care ALTCS enrolled members include the following:

- Behavior Management
 - Behavioral Health Personal Assistance
 - Family Support
 - Peer Support
- Case Management Services
- Emergency/Crisis Behavioral Health Services
- Emergency Transportation
- Evaluation and Screening
- Group Therapy and Counseling
- Individual Therapy and Counseling
- Family Therapy and Counseling
- Inpatient Hospital
- Inpatient Psychiatric Facilities
 - Residential Treatment Centers
 - Sub-Acute Facilities
- Institutions for Mental Diseases (with limitations)
- Laboratory and Radiology Services for Psychotropic Medication Regulation and Diagnosis
- Non-Emergency Transportation
- Behavioral Health Day Program
 - Supervised Day Program
 - Therapeutic Day Program
 - Medical Day Program
- Psychosocial Rehabilitation
 - Living Skills Training
 - Health Promotion
 - Pre-Job Training
 - Education And Development
 - Job Coaching And Employment Support
- Psychotropic Medication
- Psychotropic Medication Adjustment and Monitoring
- Respite Care
- Therapeutic Foster Care

Maricopa Health Plan (AHCCCS Acute Care Contractor)

Maricopa Health Plan Behavioral Health Benefits

Maricopa Health Plan manages delivery of services to members who need behavioral health intervention. Behavioral health services are provided through *ValueOptions*, the Regional

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Behavioral Health Authority (RBHA) or through the MIHS-Health Plans Behavioral Health Network dependent on the RBHA enrollment status of the member.

The only behavioral health benefit available to Maricopa Health Plan members who are not yet enrolled with *ValueOptions* is up to 72 hours inpatient care for a crisis, emergency or other medically necessary psychiatric service. This benefit is limited to 12 days per contract year.

However, *ValueOptions* enrollment is usually initiated by the admitting hospital within 24 hours of admission.

PCP's are encouraged to refer Maricopa Health Plan members for *ValueOptions* enrollment as soon as behavioral health issues are identified so that services can be initiated to prevent escalation to crisis.

Maricopa Health Plan Member Access to Behavioral Health Services

- **Access to *ValueOptions***

It is important to reiterate that Title XIX and XXI Maricopa Health Plan members must enroll with *ValueOptions* in order to receive their full behavioral health benefits. Enrollment is easily initiated by having the member call the *ValueOptions* 24 hour Customer Service Line 1-800-564-5465. The PCP may also initiate the referral process by completing and faxing the attached Behavioral Health Services Referral Form to *ValueOptions* at 602-914-5811.

- **Access to the MIHS-HP Behavioral Health Network for Services Not Covered by *ValueOptions***

Members are directed to request services through their primary care provider. The PCP should consult with Behavioral Health Coordinator or Behavioral Health Unit Manager. Requested services include neuropsychological evaluations, second opinions regarding SMI diagnoses, and inpatient medical detoxification services for members.

Access to Crisis Services

If there is even the slightest indication that the member is presenting a life threatening or dangerous situation, immediately call 911. If 911 is ruled out, call the 24-Hour *ValueOptions* Crisis Line 602-222-9444 or 1-800-631-1314 or call the Customer Service/ACCESS Line at 1-800-564-5465 and choose the option for emergencies.

72-hour Psychiatric Hospital Admissions

Maricopa Health Plan is responsible for up to 72 hours emergency inpatient psychiatric services for members who are eligible but not enrolled with *ValueOptions*. *ValueOptions* enrollment will be initiated by the hospital within 24 hours of admission.

For admissions call the MIHS-HP 24-hour line 602-344-8111. The 24-hour line staff will arrange for admission screening by a MMC Psychiatric Annex or Desert Vista nursing supervisor and admitting psychiatrist. In the event that MMC is closed to admissions or the member is in outside hospital emergency room and unstable for transfer to MMC, an alternative admission will be authorized.

72-hour Admissions of Children to Hospital Psychiatric Units

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There is currently an extreme shortage of acute psychiatric resources in Maricopa County for children. None of the four facilities we utilize for children are contracted with MIHS. Our current practice is to utilize any available beds. Please consult with the Behavioral Health Coordinator or the Behavioral Health Unit Manager regarding all psychiatric admission involving children. After business hours and on holidays call the MIHS-HP 24 hour line 602-344-8111. As with the adult population, *ValueOptions* enrollment of eligible MHP children will be initiated by the hospital within 24 hours of admission.

PCP Consultation with the Behavioral Health Provider

If a psychiatrist at *ValueOptions* follows your patient, contact customer services at 1-800-564-5465 for information regarding the member's assigned behavioral health provider(s) and/or to facilitate consultation concerning any clinical treatment issues including psychotropic medication utilization.

PCP Response to Behavioral Health Provider Information Requests

The Maricopa Health Plan contract with AHCCCS requires PCP response to *ValueOptions* provider requests pertaining to your patient including, but not limited to, current diagnosis, medication, pertinent laboratory results, last PCP visit and last hospitalization.

PCP Behavioral Health Records Requirement

As the primary care provider, you will receive confidential behavioral health information from *ValueOptions* provider(s) regarding your assigned patients. AHCCCS requires that the PCP establish a medical record when behavioral health information is received from the RBHA, even if the PCP has not yet seen the assigned member.

PCP Options Regarding Treatment of Mild Depression, Anxiety and ADHD

Primary care providers, within scope of practice, are allowed by AHCCCS to provide medication management services (prescriptions, medication monitoring visits, laboratory and other diagnostic test necessary for diagnosis and treatment of behavior disorders) to members with diagnoses of mild depression, anxiety and attention deficit hyperactivity disorders.

Integrated Services Networks for Children

All Maricopa Health Plan enrolled children who are entitled to behavioral health benefits through *ValueOptions* may be referred directly to any of the *ValueOptions* providers assigned to the following four Integrated Services Networks for Children:

Arizona Partners for Youth and Families	1-877-784-2254 or 480-784-2254
CareNow Arizona	1-888-604-2273
People of Color	602-253-3084
Southwest Network	1-888-343-0177

These four networks are contracted with *ValueOptions* to provide services to all children who qualify for behavioral health services under Titles XIX and XXI. The network providers will conduct all assessments, assign children to Primary Behavioral Health Professionals and arrange for case management if needed.

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Maricopa Long Term Care Plan (ALTCS Program Contractor)

Maricopa Long Term Care Plan Case Manager Partnership With The Primary Care Provider

Coordination of care between PCP's and behavioral health providers is significantly enhanced by the mandatory assignment of case managers to all MLTCP ALTCS members. PCP's are encouraged to bring case managers into the behavioral health problem solving process as early as possible. The assigned case manager can help facilitate and monitor services and may refer the member to the High Risk Behavioral Health Case Management Unit if specialized behavioral

health placement and/or case management is required. MLTCP case managers can be reached by calling any of these case management offices:

- East Valley Office 480-344-8000
- Central Valley Office 602-344-8700
- West Valley Office 602-344-8600

Access to Behavioral Health Services

MIHS-HP Outside/Home Service and Consultation Request forms from PCP's requesting initial behavioral health screening, evaluation and other new services should be faxed directly to MEDPRO Psychiatry at 480-344-2156. MLTCP members 18+ years may contact the appointment desk at the clinic where they are receiving behavioral health services, or their assigned MLTCP case manager. Members 0 to 18 years of age must access services through their MLTCP case manager.

For behavioral health services for a MLTCP patient who is also enrolled in a Medicare HMO other than MSSP, the MLTCP case manager will have the Medicare HMO primary care physician initiate a behavioral health referral to the HMO's contracted behavioral health provider.

Access to Crisis Services

If there is even the slightest indication that the member is presenting a life threatening or dangerous situation, immediately call 911. If 911 is ruled out, then call the MIHS-HP 24-hour line at 602-344-8111.

and an EMPACT mobile crisis team will be authorized and dispatched.

Admission to Maricopa Medical Center Psychiatric Annex or Desert Vista

The PCP or other team member calls the MIHS-HP 24-hour line 602-344-8111. The 24-hour line will arrange for admission screening by the MMC Psychiatric Annex or Desert Vista nursing supervisor and admitting psychiatrist. If the member does not appear to be voluntary, the member will be directed to one of the Meta Urgent Care Centers regarding a petition for involuntary evaluation. If MMC is closed to admissions or the member is unstable for transfer, the 24-hour line will authorize an alternative hospital.

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Admission of Children to Psychiatric Facilities

There is currently an extreme shortage of acute psychiatric resources in Maricopa County for children. Four non-contracted facilities will currently admit our members with prior authorization. Our practice is to utilize any available beds. If no beds are available, arrangements are made for a 23-hour emergency stay at Urgent Care Center-West. Most of our high risk ALTCS children are already placed in therapeutic group homes or residential treatment centers. With approval from the Behavioral Health Coordinator, one-on-one staffing can be arranged in these placements until acute beds become available. Consult with the Behavioral Health Coordinator or Behavioral Health Unit Manager regarding all psychiatric admission involving children. After business hours and on holidays call the MIHS-HP 24-hour line 602-344-8111.

PCP Consultation with the Behavioral Health Provider

If a psychiatrist at MEDPRO Psychiatry follows an ALTCS member, the PCP can arrange a physician to physician conference by calling 480-344-2020 Monday-Friday 8AM to 5 PM. Consultation with one of our expanded behavioral health network providers can be facilitated directly by the PCP or arranged through the Behavioral Health Coordinator.

Behavioral Health Transportation

MIHS is contracted with Comtrans for all levels of specialized behavioral health transportation. Comtrans staff are trained to handle behavioral health problems ranging from confused members who may endanger themselves without close supervision to members who are extremely aggressive and a danger to self and/or others.

Comtrans Ambulance (formerly TERROS Ambulance) should always be requested when a member is being transferred from a nursing facility or community placement to one of the META Urgent Care Centers for Court Ordered Evaluation, when the police are unable to transport. Please be guided by the member's behaviors in conjunction with medical condition regarding behavioral health ambulance utilization under other circumstances. Acute medical admissions and emergency room transports may be accomplished with a regular ambulance in most cases. However, do not hesitate to request authorization of Comtrans if there is any indication that the member's behavioral health problems may compromise safety. Also note that ambulance is the only transportation class that may use physician ordered restraints for member safety.

Requests for non-ambulance medically necessary behavioral health transportation should be evaluated on a case by case basis. Our regular transportation contractors can safely transport most members with behavioral health problems. For example, a member from a nursing home behavioral unit or high risk group home can often travel by regular taxi when escorted by a facility staff or family member who is familiar with the member's behavioral plan and knows how to appropriately redirect the member. However, the same member would likely require a Comtrans ambulatory or wheelchair van to accomplish a safe unescorted clinic visit.

Please feel free to triage any behavioral health transportation cases with the Behavioral Health Coordinator or Behavioral Health Unit Manager.

Maricopa Senior Select Plan (Medicare + Choice Plan)

Access to Behavioral Health Services

MSSP members must have a primary care provider referral for outpatient psychiatric services. PCP's may directly refer their MSSP members to FHC based MEDPRO psychiatrists. The PCP

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should ask the referred member to release relevant psychiatric records to the appointed psychiatrist.

The High Risk Behavioral Health Unit may arrange direct psychiatric appointments in urgent situations, usually for high risk members transitioning from providers outside of the MIHS network. The High Risk Behavioral Health Unit will also help members set up appointments if assistance is required for any reason. Fax these referrals to the attention of Debbie Gracia, Behavioral Health Unit Case Aide at 602-344-8987.

Covered Behavioral Health Care, Professional Services and Applicable Copayments

Outpatient Services <ul style="list-style-type: none">• Evaluation, Screening and Testing• Psychotropic Medication Adjustment and Monitoring• Individual Therapy and Counseling• Family Therapy and Counseling• Group Therapy and Counseling• Laboratory Services• Partial Hospitalization	<p>\$10 copayment for each individual session/visit.</p> <p>\$5 copayment for each group session/visit.</p>
Inpatient Services <p>Benefit limited to 190-days lifetime treatment in a Medicare-certified psychiatric hospital [does not apply to services provided in a psychiatric unit of a general hospital]</p>	<p>No copayment for Medicare-covered stays in network hospitals.</p>

Admission to an Inpatient Psychiatric Unit

Please follow the Maricopa Long Term Care Plan instructions regarding psychiatric hospital admissions.

Access to Crisis Services

MSSP members are eligible for Crisis Services through *ValueOptions* by calling the Crisis Line 602-222-9444 or 1-800-631-1314 or by calling the Customer Service/ACCESS Line at 1-800-564-5465 and choosing the option for emergencies.

Health Select Plan (Employee Plan)

Maricopa County employees and their dependants are directed to contact Cigna Behavioral Health at 800-343-2183, 24-hours a day.

Employees are also eligible for a wide range of behavioral health services through the Employee Assistance Program (EAP). Please make copies of the attached EAP brochure available to your Health Select patients and the MIHS employees at your clinic.